



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF

Hession et al.

SERIAL NO.: 10/743,971

FILED: December 23, 2003

FOR: DIRECTING CONTACTS BETWEEN AND
END USER AND A CONTACT CENTER
AGENT

) Group Art Unit:
) 2661
) Customer No. 23644
)
)
)
) Docket No.: 920476-95350
)

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to Commissioner for Patents, United States Patent and Trademark Office, PO Box 1450, Alexandria VA 22313-1450, Box Missing Parts, on May 18, 2004.

Name of person signing: Kathy Kurek
Signature _____

SUBMISSION OF DECLARATION

Honorable Commissioner for Patents
United States Patent and Trademark Office
PO Box 1450
Alexandria VA 22313-1450

Dear Sir:

In response to the Notice to File Missing Parts of Nonprovisional Application, issued April 5, 2004, submitted herewith are two declarations, signed by the inventors. Therefore, the requirement of the Patent and Trademark Office for a declaration has been met.

In accordance with the provisions of the rules of the Patent and Trademark Office, the required surcharge of \$130.00 is appended hereto.

May 17, 2004

Respectfully submitted,

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